

- THE STAFF OF THE MINI-MOTOR POOL AT THE CANNON HEALTH BLDG. IS HONORED AS MOTOR POOL OF THE MONTH.
- CONVERSION TO THE ARI PROGRAM 75% COMPLETE.
- FISH COMMITTEES ASSIGNMENTS COMING SOON.
- DFO RETREAT SCHEDULED FOR AUGUST 15TH AND 16TH. CONTACT DIANNE TO SCHEDULE YOUR PARTICIPATION DATE.

## We Can Fix It For Less



In the March 2001 issue of Automotive Fleet Magazine, an article titled Industries Accident Repair Expenses listed the national average of accident repair costs of large fleets, including state government. The Division of Fleet Operations (DFO) management analyst, Sam Lee, conducted a cost comparison and found that in nearly every category, the State of Utah is able to do the repairs for a minimum of \$100 less per-vehicle.

"I pulled the accident information from July 1, 1999 to May 3, 2001 to see how our fleet compared to the national average; and we are lower in basically every category," Lee said. "However, there were a few of the vehicle types listed in the survey that there was not a statistically significant sample size [for DFO to conduct an accurate comparison]."

One of the reasons for the cost savings is believed to be the use of a computerized estimation system. The use of this system reduces what Bret Burgon, the auto claims appraiser from Risk Management, refers to as "overlap costs".

"Labor costs are always included in the estimate," Burgon said. "Say for instance

that you've been hit in the rear and smashed both of the quarter panels and the trunk; well to replace the quarters, the bumper has to come off and when you replace the trunk, the bumper has to come off. So when you write it up by hand, you could add in the labor for removing the bumper twice, but the computer says, 'wait a second, the bumper is already coming off to repair the trunk', so a quarter hour of labor is eliminated.

"When repair estimates are done by hand, there can be as much as five hours of overlap labor per-estimate, which can add up to \$200 per-vehicle in extra payouts. Using the computerized program also eliminates the need for supplement adjustments which can cost as much as \$230 in office overhead, per adjustment. With this system, the supplemental information can be added to the original estimate, which saves time, money and check-writing costs.

Quality control is another area where the State of Utah has seen collision repair costs drop. With just one full-time adjuster handling all of the accidents involving state-Owned vehicles, Burgon is able to build a rapport with the area vendors. He knows who will do the work quickly and who will need a little push. State contracts also keep labor costs down.

"There's only one person doing it, so [we] can control everything that's done. Every-

thing has to go through me or its not repaired," he said. The final area where the State is seeing a cost savings in collision repairs is that DFO and Risk Management are "cracking down" on vehicle neglect.

Burgon explained that vehicle neglect costs are no longer being passed-off as an accident. All claims that come through, and are determined to be neglect, are now being billed back to the agency rather than having Risk Management do the pay-out.

"It's coming out of their budget now," he said.

DFO Division Director, Steve Saltzgiver, is excited about the results and is quick to point out that all repairs and repair costs are tracked in the Division's fleet tracking system. It is this information that enables DFO to run comparison reports.

"We as a fleet division, need to look at any external benchmark that may be out there and accident [repair costs are] a good [comparison]," Saltzgiver said. "For example, if we ran the comparison and found out that our repair costs were higher, we would have to immediately find out the reason why we are higher so that we could get the state fleet back in line with that external benchmark. We owe it to the taxpayers not to pay one penny more than is necessary for fleet related issues. It is the goal of Fleet Operations to provide the highest quality fleet at the lowest possible cost."

## Operations Success...

### State Vehicle Tracking Helps In Cases of Vandalism & Theft



"Because most of the vehicles damaged in the mini-pool incident were monthly lease vehicles, we had no idea if the fueling cards had been taken or not. We looked up all of the card numbers with FleetAnywhere while we were waiting to hear from the assigned drivers. As soon as we were notified which cards were missing, we had them deactivated," she said.

There were a few holes in the system that the Division had not anticipated and the management staff is currently looking into how to fix the problems.

"The only good thing about this whole situation is that we are now aware of the bugs in the system and can take steps to correct them," Chambers said.

*\* As of the publish date of this article, the Highway Patrol vehicle has been recovered, the pick-up truck from the Health mini-motor pool is still missing.*

#### Did You Know?

There have been 66 reported cases of vandalism on state vehicles between Jan 01, 1997 and June 01, 2001.

On Sunday, May 13, 2001 at 4:20 in the morning, two unknown people cut into the chain link fence at the mini-motor pool located at the Cannon Health Building. Twenty state-owned vehicles were ransacked, vandalized and had items reported missing. One pick-up truck was stolen. On Saturday, May 5, 2001 a Highway Patrol Truck was stolen. With the help of the fleet tracking program, FleetAnywhere and the in house custom development Computerized Automotive Resource System (CARS), the Division of Fleet Operations (DFO) staff were able to identify the Vehicle Identification Number (VIN) of the stolen vehicles for the police.

Other important information stored in these systems include, the serial numbers of any equipment additions to the vehicle that may have been stolen, and to whom the vehicles were assigned.

Employee's personal items and non-vehicle equipment are not tracked with the Division's tracking program. The driver assigned to each of the stolen or vandalized vehicles had to complete an inventory of

other missing items for the police report.

"By utilizing the Division's tracking systems, we were able to contact the drivers of the vandalized vehicles so that they could come and do an inventory of their equipment and personal items. That information was included in the police report," said DFO Deputy Director, Margaret Chambers.

Another area of concern was whether the state-fueling card had been taken from the vandalized vehicles at the Health building.



## Get the *Insight* on the Capitol Pools' New *Prius*



We are so used to, 'let's get out on the highway so we can increase our miles per-gallon'. Well, guess what? Hybrids don't do that!

-Steve Saltzgiver

As part of the fiscal year 2002 State of Utah vehicle procurement cycle, the Division of Fleet Operations (DFO) has purchased two hybrid sedans, a Honda Insight and a Toyota Prius. Both vehicles are now available for daily use through the Capitol Motor Pool at the same rate as a compact sedan. The hybrids are ultra low emission vehicles and can travel more than 600 miles between fill-ups. The Prius is equipped with an 11.8-gallon gas tank, while the smaller Insight has a 10.6-gallon tank. DFO Director Steve Saltzgiver was very excited about the new technology behind the electric/gasoline vehicles and felt that they would be a valuable addition to the State fleet.

"We are so used to, 'let's get out on the highway so we can increase our miles per-gallon'. Well, guess what? Hybrids don't do that! They actually perform better in the city than on the highway," he said. "The technology is a complete shift from what we are all used to."

The reason that the hybrids get better gas mileage in town rather than on the open road is the regenerative braking system. The system actually converts the motor into a generator while the vehicle is coasting, slowing or coming to a stop. During the regenerative process, not only is the vehicle running completely gasoline free, it is also recharging the battery so that the vehicle will never have to be "plugged in" after use.

Because the Prius and Insight are electric/gasoline hybrids, the "lack of power" experienced by the drivers of the electric vehicles of the 1980's is no longer an issue.

"I [drove] up Capitol Hill in the Prius, and

it accelerated very well. In fact, I floored it just to see what it could do, and it's as fast as any other car I've [driven] up the hill," Saltzgiver said.

The Honda Insight is a little red two-seater with a manual transmission and no trunk space, which would be useful for trips to and from meetings at the various state offices around the Salt Lake Valley. However, the Toyota Prius is the same size as a standard compact sedan. It has an automatic transmission; a large trunk area and can seat five. For more information on the hybrids visit the dealer's web sites, at: <http://www.honda2001.com/models/insight/index.html?honda=intro> or <http://prius.toyota.com>.

The fact that the electric/gasoline hybrids are not considered to be alternative fuel vehicles under the EPACT mandates seems to be the only draw to purchasing more of the vehicles for fleet use.

"In my mind, I would start buying as many of these vehicles as I could for the state fleet if they would qualify for the mandate. The fleet would run on hybrids and Compressed Natural Gas (CNG) because these vehicles actually work to accomplish the directives of the mandate, which is clean vehicle emissions and decreased dependency on foreign oil," Saltzgiver said. "From my perspective, if everyone is driving a hybrid, less gasoline would be purchased. Who knows, we may even get to the point where our nation is running completely on American drilled petroleum products."



# How To Survive the Summer Gas Hike



## Change your drive time.

By adjusting your drive time you can avoid the gas-guzzling, rush hour, stop and go traffic, and as an added bonus, you may even arrive at your destination in a good mood. Also, by leaving earlier in the morning you can take advantage of fueling during the coolest part of the day. Gasoline has a higher fuel concentration before the heat of the day sets in, so you get more miles for your dollar(s) by fueling in the morning.

Other fueling tips that can save you money include:

- Choose the right fuel.

Check the owner's manual or contact the Division of Fleet Operations to discover which type of fuel is best suited for your vehicle. Most vehicles are made to run on regular unleaded, so why pay more for higher octants if you don't have to.

- Stop fueling at the first click. By forcing fuel into the tank to make the payment amount even, you may overfill the vehicle causing expensive and unnecessary spillage.
- Turn the nozzle upside down and lift the hose when you're done pumping your fuel. You may look a little weird, but according to [www.funmoney.com](http://www.funmoney.com) you can get as much as a half a cup more fuel in your tank with this maneuver.
- Shop around. Watch the gas prices in your area and reward the vendor who is trying to save you money.

## Other money saving ideas.

- Use the air conditioner sparingly, but don't roll down the windows and open the sunroof. I know this sounds funny, but by utilizing the vent rather than the cooling system or the windows, you could save big bucks and still stay cool.

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Park so that when you leave, you don't have to back-up. You can increase your fuel economy by limiting your back-ups.

As the weekly trip to the neighborhood gas station seems like it should start with a trip to the bank for a "vehicle fill-up loan", the Division of Fleet Operations would like to offer some gasoline conservation strategies.

## Choose the proper driving attitude.

Aggressive driving can suck the economy right out of your gas tank. By avoiding the following poor driving techniques you can save at the pump:

- Multiple lane changes
- Tailgating
- Sudden starts and stops
- Speeding

According to [www.socalcommute.org](http://www.socalcommute.org) if every driver in the United States drove the posted speed limit, it would save millions of gallons of gas every day.

## Put your vehicle on a diet.

Empty all unnecessary items out of the trunk and back seat of your vehicle. Excess weight in a vehicle can dramatically decrease fuel economy. Remove that empty travel trailer or camper. Avoid strapping items to the roof of the vehicle; this creates wind resistance, which will increase your trips to the pump.

# News Briefs...

## New Hours For Operations Program

Beginning June 1, 2001, the Operations Program located at 447 West 13800 South in Draper, will be closed every Friday. Operations Support Specialist, Jim Colby explained that his staff needed to have the extra time to complete the administrative duties involved in maintaining the state fleet.

New vehicle exchange and licensing issues can be handled Monday through Thursday 8:00 a.m. to 5:00 p.m. For more information regarding the change in hours contact Jim Colby at 801-619-7237.

Changes In Fuel Site Location On Wednesday, May 30, 2001, the Phillips 66 Station located at 1950 North 1200 West in Layton, closed its doors forever. The Fuel Network is working on getting a near by station to replace Phillips 66. If things go as planned a CNG station will be available in the same area within a couple of months. The State Fuel Network would like to apologize for any inconvenience this change may cause.

## Ford Motor Company Recalls Tires

The Ford Motor Company announced a precautionary recall on non-recalled 15, 16 and 17 inch Firestone Wilderness AT Tires. The recall is being implemented due to some concerns with the possibility of future tire failure discovered during laboratory testing being conducted by the National Highway Traffic Safety Administration (NHTSA).

Vehicles equipped with the tires can be taken to area Ford/Lincoln Mercury dealers for an exchange. More information on the precautionary recall can be found on the web at:

[http://media.ford.com/newsroom/release\\_display.cfm?](http://media.ford.com/newsroom/release_display.cfm?)

## Clean Cities Receives Federal Grant Monies At National Convention

At a press conference held Thursday, May 17, 2001, Beverly Miller of the Salt Lake Chapter of the Clean Cities Coalition announced that Salt Lake City and the Salt Lake School District had been awarded federal monies to expand the use of Alternative Fuel Vehicles in the Salt Lake City area.

Salt Lake City received \$175,000 to purchase some medium and heavy-duty AFV equipment including street sweepers, a dump truck and a garbage truck.

The Salt Lake School District received \$100,000 to pay the incremental costs for five new-dedicated Natural Gas (CNG) school busses.

The Division of Fleet Operations would like to commend Beverly Miller for her hard work and dedication to the Clean Cities project. Her efforts are making it a little easier to breathe every day.

New vehicle exchange and licensing issues can be handled Monday through Thursday 8:00 a.m. to 5:00 p.m.

## Incentive Awards

WOW...there have been some motivated, industrious DFO employees this month! Thank you, for all your hard work and dedication. Your efforts make the whole division shine.

### Recognition Awards

Charlotte Wilkes, who received two awards for the friendly manner in which she operated the Draper shuttle. Her passengers will miss her and claim she made their day on a regular basis. Wilkes will now be helping out with the Operations program at the Draper facility. Al Orwin was honored for his customer service

skills as well as his willingness to help out around the office.

### Extra Mile Awards

Kelly Kay, who has recently been noticed going out of her way to help with the U of U collection project and to learn the Motor Pool billing system. Her willingness to learn new things is going to save many extra hours each month. Great Job Kelly!! Keep up the good work!

Paul Ferguson and Andy Wright spent many hours helping to get the Operations program caught up on their FleetAnywhere data entry.

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**(Fuel continued from pg.)**

- Stay off dirt roads. Driving on dirt roads has been known to rob up to 30% of your fuel economy.
- Park so that when you leave, you don't have to back-up. You can increase your fuel economy by limiting your back-ups. Sounds silly, but it's true.
- Consolidate your errands. According to a Southern California commuter web site, [www.socalcommute.org](http://www.socalcommute.org) a vehicle gets its worst gas mileage when the engine is cold. They suggest that once you've driven 10-miles the engine is warmed up, so you may as well run all of your errands at once, but don't let your engine idle at each stop because that wastes more gas than starting the engine.
- Don't warm-up your engine more than 60 seconds.
- Make sure you're up to date on your vehicle's preventive maintenance. A well-tuned vehicle gets great gas mileage.
- Keep your tires properly inflated. Not only is it unsafe to drive on improperly inflated tires it also destroys your fuel economy.
- Anticipate stops. By lifting your foot off of the accelerator and letting the vehicle slow before applying the brakes can increase your fuel economy and save you money on brake repairs.
- Accelerate before you start up the hill. According to <http://www.do.it/reports/cn022.shtml> you save gas by accelerating on flat ground rather than waiting until you're trying to get over the top of a mountain. (Or hill.)

The Division of Fleet Operations would like to wish you a happy, safe and fuel efficient summer; and who knows, by following these few steps you may even make it through the summer without having to get one of those "vehicle fill-up loans".

\* To check out the gas prices in your neighborhood click here: [http://www.gaspricewatch.com/USGas\\_index.asp](http://www.gaspricewatch.com/USGas_index.asp)

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**(Incentives continued from pg.5)**

The division can proudly say, "Look at my Report Card!" thanks to their efforts.

Angie Watson created customer service reports, which will enable her customers to see where they need to improve in their FleetAnywhere data entry. The reports were available to the customer three weeks prior to grading the report cards, giving her customers ample time to get caught up. GREAT WORK!

Al Orwin claimed that he did not deserve the reward offered for locating some vehicles, because all he did was answer a phone call. Steve Saltzgeber disagreed and awarded a portion of the money to Orwin. Way to be honest Al!

Anne Steno was recognized for the extra care given to her customers during the past few weeks. Vehicle replacement is usually a crazy time of year for the Operation Program, but Steno has made this year a smooth running process. Great Job!

Dan Martinez was rewarded to taking the time to teach management about the ins and outs of the federal surplus screen process. Thanks Dan!

If you catch someone in the act of "doing good" let the Incentive Committee know:

<http://fleet.state.ut.us/incentiveaward.html> .

Once again, a big Thank You, to all of this month's award winners and CONGRATULATIONS on a job well done!



Kelly Kay shown as she receives her award.